

Before Entering into a Community Solar Contract

- Review one-time and recurring charges you will be responsible for.
- Ensure the contact information for your community solar company, including business hours, mailing address, email address, website, and toll-free telephone numbers, is included.
- Understand whether you or another entity will own Renewable Energy Credits generated by your project share.
- Understand who will receive the project incentive payments from the WSU Energy Program. WSU calculates incentive payments based on project electricity production. The company issues payments to designated parties.
- Understand you cannot be charged for new services or options without your prior consent.
- Know that you are not required to provide a social security number as proof of your identity. The company must provide a list of five other identification options to choose from.

Complaints

If you have a complaint against a community solar company that you cannot resolve with the company, contact the UTC's Consumer Protection Help Line at 1-888-333-WUTC or online at www.utc.wa.gov/fileacomplaint.

About the UTC

The UTC regulates the rates and services of private or investor-owned utility and transportation companies.

Call the commission
1-888-333-WUTC (9882)
consumer@utc.wa.gov

If you need help with

- Electric Utilities
- Natural Gas Utilities
- Water Services
- Garbage and Recycling
- Telephone Companies
- Movers
- Utility Locates
- Community Solar

General information
www.utc.wa.gov

360-664-1160

PO BOX 47250
Olympia, WA 98504



Consumer Guide to Community Solar



About Community Solar

What are community solar projects?

Community solar projects provide solar energy generated to paying customers and generate no more than 1 MW of electricity. They are developed within Washington state by companies *other than established electric utilities or community solar cooperatives*.

Who regulates community solar?

The Utilities and Transportation Commission registers community solar companies prior to conducting business in Washington or applying for certification from the Washington State University extension energy program. The commission maintains rules for registration, consumer protection, and regulatory fees for community solar companies.

What are the rules for door-to-door sales?

- A community solar company cannot allow a person to conduct door-to-door sales until it has obtained and reviewed the person's criminal history record.
- At minimum, door-to-door sales personnel must pass criminal history

background checks showing they have not been convicted of theft, burglary, assault, sexual misconduct, identity theft, fraud or false statements within five years of employment. Companies must keep filed documentation of background checks through the duration of staff employment and seven years after employment ends.

- Community solar employees are required to wear identification that includes their company's name and logo, the employee's full name and photograph, and the company's phone number.
- Employees must identify themselves and the company they represent as well as remind consumers they do not represent or work for local utilities. Employees must remind customers they do not have to choose a community solar company.

Customer Deposits

- Deposits collected by community solar companies must be refunded plus interest, less any amount due, when you terminate your participation in the community solar project, when the company terminates your participation in the project, or when the project terminates operations.
- Deposits will be refunded with a check, mailed to you, unless you and the community solar company mutually agree upon another method.

Consumer Rights

Can project customers transfer their participation to someone else?

A community solar company must allow project participants to sell or transfer portions or all of their interest in a project, subject to the following:

- If transferred to another person, that person must meet the participation requirements set by the company.
- Community solar companies must allow project participants to transfer portions of interest back to the company.

Can companies disclose my information?

A community solar company may not disclose private consumer information without prior written or electronic consent from the customer.

How will I know if my meter is accurate?

A community solar company must test and report to project participants the accuracy of each of its meters every 12 months.

What is the process for meter disputes?

You may file a complaint with the UTC at www.utc.wa.gov/fileacomplaint. The commission may require an additional test and a report of the results within 10 business days.